

## **GRANTS MANAGEMENT SYSTEM**

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**Version:** 001  
**Product Owner:** Commission on Crime and Juvenile Justice  
**Product Manager:** Ron Gordon  
**Phone:** 801-538-1432  
**E-mail:** rbgordon@utah.gov

The Grants Application provides management services for CCJJ and CVR to maintain their grants to Public Safety organizations and provide for reporting by those organizations on the status and expenditures on the grants.

The hours of support required for Grants Management System are listed below.

Application	Support Hours	Days of Week
Grants Management System	Business Hours	Monday - Friday

### **Product Features and Descriptions**

Feature	Description
Federal Grant Management	Federal Grant record management facilities
Sub Grant Management	Entry of specifics of grants to organizations based on the Federal Grant
Financial Reports	Reports by the Organization as to moneys expended on grant approved activities.
Document Uploads	Maintains of electronic copies of supporting documents provided by Grantees.
Grantee and User Management	Grantee organization and User management
Reporting	Reports for use by CCJJ and CVR.

### **Features Not Included**

Feature	Explanation
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## State of Utah

## Product Description

Support to Users	DTS/GO does not provide direct support to grantees.
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## Rates and Billing

Feature	Description	Base Rate
Application Bug Fixes and Enhancements	Programming and testing of the Grants Program and associated applications and interfaces to fix reported bugs and implement enhancements that are approved by CCJJ.	See DTS Approved Rate
Application DBA Support	Perform modifications to the database needed to accommodate the implementation of change requests.	See DTS Approved Rate
Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance during State and County Offices.	See Infrastructure Network Support product
Enterprise Hosting Services	Monitoring, updating and troubleshooting Application servers.	See Infrastructure Hosting product
Desktop Services	Enterprise Desktop Services	See Enterprise Desktop Services product
Security Services	Enterprise Security Services	See Enterprise Security Services product

## Ordering and Provisioning

Changes are managed and prioritized through the CCJJ.

## DTS Responsibilities

1. Programming and testing modifications to the application to fix reported bugs and implement enhancements to accommodate legislative mandated changes and changes in business practices.
2. Define technical requirements for enhancement requests and legislative changes.
3. Performing back-end database updates to fix bad data causing problems in the application.
4. Providing desktop support to fix problems with equipment used to run the Grants application, print documents and scan bar codes on documents.
5. Provide Network support to ensure that Grants is up and operating sufficiently during business hours. (See DTS/Governor's Office Infrastructure Network Support product)



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## Product Description

### Agency Responsibilities

1. Notify DTS/GO of any problems with the current system.

### DTS Service Levels and Metrics

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## Product Description

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
Grants	This system will be available 24 X 7 365. DTS will provide support during Governor's Office regular business hours.

### Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 1 Business hour	85%
Medium priority - 1 Business hour	85%

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## Product Description

High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
First Contact Resolution	65% of all incidents reported resolved on initial contact

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied